

DA 67 Course Outline as of Summer 2012**CATALOG INFORMATION**

Dept and Nbr: DA 67

Title: DENTAL OFFICE MGT

Full Title: Dental Office Management

Last Reviewed: 4/12/2021

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	2.00	Lecture Scheduled	2.00	17.5	Lecture Scheduled	35.00
Minimum	2.00	Lab Scheduled	0	17.5	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	2.00		Contact Total	35.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 70.00

Total Student Learning Hours: 105.00

Title 5 Category: AA Degree Applicable

Grading: Grade Only

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly: DNA 68

Catalog Description:

Instruction in the non-clinical functions which dental assistants are required to perform with emphasis on: financial arrangements, collection techniques, completing insurance forms, and maintaining current insurance records, office mail, dental office computer systems, group practice, inventory, marketing, purchasing, payroll, tax records, disbursements, and petty cash.

Prerequisites/Corequisites:

Course Completion of DA 60

Recommended Preparation:**Limits on Enrollment:**

Acceptance into Dental Assisting Program

Schedule of Classes Information:

Description: Instruction in the non-clinical functions which dental assistants are required to perform with emphasis on: financial arrangements, collection techniques, completing insurance forms, and maintaining current insurance records, office mail, dental office computer systems, group practice, inventory, marketing, purchasing, payroll, tax records, disbursements, and petty cash. (Grade Only)

Prerequisites/Corequisites: Course Completion of DA 60

Recommended:

Limits on Enrollment: Acceptance into Dental Assisting Program

Transfer Credit: CSU;

Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area			Effective:	Inactive:
CSU GE:	Transfer Area			Effective:	Inactive:
IGETC:	Transfer Area			Effective:	Inactive:
CSU Transfer:	Transferable	Effective:	Fall 1981	Inactive:	Fall 2021
UC Transfer:		Effective:		Inactive:	

CID:

Certificate/Major Applicable:

Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:

1. Demonstrate effective communication skills and identify barriers to communication.
2. Maintain patient clinical records, using paper based and computerized systems.
3. Demonstrate basic knowledge of effective appointment control and scheduling.
4. Describe various types of recall systems.
5. Describe various methods of processing dental insurance.
6. Manage financial arrangements with patients.
7. Organize and manage an accounts receivable system.
8. Organize and manage an accounts payable system.
9. Describe types of computerized dental practice software systems.
10. Develop strategies for seeking employment.
11. Demonstrate job interviewing skills.

Topics and Scope:

- I. Communication Skills
 - A. Mediums of communication
 - B. Interpersonal communication
 - C. Barriers to effective communication
 - D. Telephone techniques
- II. Patient Clinical Records
 - A. Components of the clinical record
 - B. Collecting information
 1. Registration forms
 2. Other diagnostic records

3. Computerized management of information

III. Dental Patient Scheduling

- A. Mechanics of scheduling
- B. Making appointments
- C. Results of poor scheduling

IV. Recall Systems

- A. Classification of recalls
- B. Methods of recalling patients
- C. Computerized systems

V. Processing Dental Insurance

- A. Types of dental insurance
 - 1. Fee for service
 - 2. Capitation
 - 3. Closed panel
 - 4. Managed care
 - 5. Health maintenance organizations
- B. Insurance coding
- C. Organizing insurance coverage
- D. Methods of filing claims
- E. Other types of coverage
- F. Completing a dental claim form
- G. Fraudulent insurance billing

VI. Financial Arrangements

- A. Designing a financial policy
- B. Types of financial policies
- C. Managing accounts payable

VII. Accounts Receivable

- A. Components of financial records
- B. Methods of recording
- C. Routing slips

VIII. Accounts Payable

- A. Verification of expenditures
- B. Check writing
- C. Reconciling a bank statement
- D. Computerized check writing

IX. Computerized Dental Practice

- A. Practice management software
- B. Selecting software
- C. Types of software
- D. Role of the administrative assistant

X. Employment Strategies

- A. Career opportunities
- B. Producing a resume
- C. Writing cover letters

- D. Interviewing techniques
- E. Accepting/leaving a job

Assignment:

1. Reading assignments in texts and course syllabus (10–15) pages a week
2. Writing sample letters. (5-7 letters)
3. Preparing insurance claims (2)
4. Research dental management software products (1 paper)
5. Workbook assignments (5-7) pages a week
6. Develop dental product resource manual

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Resume, sample letters, cover letters

Writing
10 - 20%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Workbook assignments, research products and software

Problem solving
30 - 60%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Insurance claims forms

Skill Demonstrations
10 - 20%

Exams: All forms of formal testing, other than skill performance exams.

Quizzes, midterm and final

Exams
15 - 50%

Other: Includes any assessment tools that do not logically fit into the above categories.

None

Other Category
0 - 0%

Representative Textbooks and Materials:

Torres and Ehrlich's Modern Dental Assisting, Bird, D., Robinson, D., 2011 10th Ed., Elsevier Publisher